

# Maintaining Relationships



FALL 2011

## Office of Performance and Quality Assurance Continuous Quality Improvement

### Letter from Section Chief

#### Special points of interest:

- *Letter from the Section Chief*
- *Staff Comings and Goings*
- *Safety*
- *Links*
- *State News on Child Welfare*
- *Peer Reviewers*
- *Upcoming Schedule*



Dear QSR Colleagues,

Welcome to "Maintaining Relationships." This is the CQI Team's first newsletter and it was developed to provide our network of 56 active peer reviewers with the latest news and information to keep you up to date on our various activities.

I'm pleased to report that The Management Group (TMG) signed a new contract as the vendor who employs our contract staff. TMG has been our vendor since 2004 and we are thrilled their proposal finished first in the 2011 RFP process. I am also pleased to announce that Bridget Chybowski was promoted to become the TMG Project Manager and is now the supervisor of the contract CQI Specialists. Please join me in congratulating Bridget in her new position.

On October 12, 2011 Paul Vincent, director of the Child Welfare Policy and Practice Group, conducted a one day training on Coaching and Mentoring of QSR case reviewers. A particular standout of the training was the emphasis he placed on continuing to provide each other with feedback critical to the ongoing development of our case reviewer skills and competencies. Thirty-seven case reviewers attended and gave the training rave reviews. We plan to schedule a second training for those of you who could not attend, possibly in 2012.

In closing, we plan to publish our newsletter every six months. Let us know what you think, we welcome your feedback. On behalf of the section, thanks to each and every one of you for the valuable and essential role you play in making the QSR a vital learning experience.

Best,

Harry Hobbs, CQI Section Chief

### Safety

The CQI team has a committee working with the Wisconsin Child Welfare Professional Development System to develop a training for peer reviewers focused on reviewing safety during the QSR. The main purpose of this training is to enhance reviewers' assessment of safety using two of the practice indicators in the Ongoing and Permanency Pathway protocols. Please look for future emails regarding training dates.

#### Links: CQI Section reports summarizing QSR findings

2010 Annual Report [http://dcf.wisconsin.gov/cqireview/cqiReports/annual\\_report10.pdf](http://dcf.wisconsin.gov/cqireview/cqiReports/annual_report10.pdf)

2006 to 2010 Report [http://dcf.wisconsin.gov/cqireview/cqiReports/progress\\_report0610.pdf](http://dcf.wisconsin.gov/cqireview/cqiReports/progress_report0610.pdf)

## State News on Child Welfare

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How CQI is doing their part for the Program Improvement Plan with Targeted Case Reviews.

The federal government completed their Child and Family Services Review (CFSR) in April 2010. From that review, the State of Wisconsin was required to develop an action plan which is titled the Program Improvement Plan (PIP) effective January 1, 2011, and will continue through December 31, 2012. The CQI section's role with the PIP is to assist the Division of Safety and Permanence by providing performance from the QSR data that is sent to the federal government on a quarterly basis. CQI conducted targeted case reviews in Milwaukee in May and June 2011 to contribute to this data. CQI plans to complete nine Quality Service Reviews in 2012 selected from 19 of the largest counties including Milwaukee. One focus of the PIP is to gather data on what is known as "Item 10" kids or children with other permanent plan living arrangements. Consequently, each QSR will have at least one case selected from this group.

## Protocols

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The Continuous Quality Improvement Section has introduced a rigorous set of protocols and tools to assess child welfare case practice in Wisconsin including Access, Initial Assessment, Ongoing, Permanency Pathway (post termination of parental rights/adoption) and Indian Child Welfare Act compliance. All certified peer reviewers complete a two day classroom training for each protocol, followed by at least two weeklong onsite Quality Service Reviews. The following explains the history and scope of each review tool. The following data is compiled from 2006-2010 reviews.

1. Access and Initial Assessment (IA) Quality Service Reviews analyze the critical decision points in a case at the point of and following the receipt of an allegation of maltreatment. In 2010, the Access QSR protocol has been applied in six counties with a total of 102 cases reviewed. Also in 2010, the IA QSR protocol has been applied in the same six counties with a total of 40 cases reviewed. The Access and IA reviews have a foundation in the Access and IA Standards with a qualitative focus on best practice. These protocols have gained nationwide attention, with representatives of Los Angeles County and the state of Utah attending Wisconsin Access and IA reviews to consider using the protocols in their jurisdictions.
2. Ongoing Quality Service Reviews consider child safety and appraise the agency's ability, using local resources, to achieve federal and state performance standards for permanency and well-being. The revised Ongoing QSR protocol was introduced in November 2006 and has been applied in 49 counties with a total of 512 cases reviewed. Four counties have experienced two reviews using this protocol.
3. Permanency Pathway Quality Service Reviews assess post termination of parental rights cases as they move toward adoption finalization. While considering child safety, permanency, and well-being, they also consider outcomes as jurisdiction of a child moves from the county to a private adoption agency. Introduced in December 2007, this QSR protocol has been applied 18 times in 17 counties with a total of 54 cases reviewed.
4. Indian Child Welfare Act (ICWA) review ensures compliance with requirements related to the identification of American Indian children, proper tribal notification, and tribal placement preferences. Introduced in June 2010, the ICWA compliance instrument has been applied in four counties with a total of 19 cases reviewed.

## Peer Reviewer Information

**Thank You to Wisconsin's QSR Peer Reviewers!!** Our state's children and families are better off because of your hard work and dedication. Many of the reviewers listed below are trained to conduct multiple review types in addition to the Ongoing QSR. Please let us know if you are interested in learning more about the Permanency Pathway, Access/Initial Assessment, and/or ICWA tool.

### Peer Reviewer Procedures

**Review Week Schedule:** Please be aware that the review week schedule has changed, as the Friday morning summary presentation has been moved to the week following the review to give the CQI team time to prepare. Reviewers are able to leave the last day of their review, which is either Wednesday or Thursday depending on whether the reviewer is reviewing Ongoing, Permanency Pathway or Access/IA cases. When a reviewer lives over two hours away from the hotel and the review day ends after 6 p.m., the reviewer has the option of staying over another night to travel in the morning. When the time is less than two hours, it is expected that the reviewer would drive home the same evening. For special circumstances, contact the Project Manager.

**Hotel payment:** TMG will arrange hotel rooms and pay for them for all reviewers. Please ask for a receipt at checkout and submit with expense forms.

**Reimbursement of expenses:** All peer reviewers, whether employed by a county, the state of Wisconsin, or in another employment status, will have their mileage and meal expenses reimbursed by TMG.

**Meals:** A detailed receipt is now required, rather than a charge slip. The receipt should have the name of the establishment, details of what was purchased and tax. Handwritten receipts will be accepted if it meets these guidelines.

Breakfast: \$8 Lunch: \$9 only when not provided and pre-approved Dinner: \$17 Mileage: \$.485 per mile

### Stipend:

**Current state employees:** State employees may not receive a stipend for their work on the review, but may work as peer reviewers in their employment status.

**County or agency employees:** the daily stipend can be paid either to the employing agency or to the reviewer, if the reviewer has elected to take leave for the review week.

**Timeframe for reimbursement:** Please submit your reimbursement by the Friday following the review week or an event/task; any later will cause a delay or even denial of the reimbursement.

Primary contact for questions or concerns is the Project Manager, Bridget Chybowski.

#### Private/Retired/Other

Teresa Bacchi	Sue Sevenz
Cheryl Callies	Terri Smyth-Magnus
Michael Casali	Mary Wallace
Carolie Fox	Dan Wendt
Michelle Garnette	Patricia Wendt
Gary Groth	Bonnie Wolff
Sara Koeferl	Ann Wondergem
Kathy Lichtfuss	Carol Wright
Tiffany Meredith	Cyndi Zanol
Penelope Nevicosi	
Ami Orlin	
Denise Pilz	
Stephanie Reilly	
Susan Rusboldt	

#### County-Employed

Trena Abbott	Brenda Poss
Julie Ahnen	Heidi Rendall
Tasha Alexander	Carla Schmit
Daphne Copeland	Melissa Schuelke
Lee Ann Davison	
Stacey Frolik	
Shae Havner-	
Sierer	
Therese Janssen	
Alyce Knueppel	
Julie Krings	
Lauren Martin	
Dee Jaye Miles	
Nancy Ortegon-	
Johnson	
Bill Orth	

#### State-Employed (Non-CQI)

Jonelle Brom
Emily Campbell
Carrie Finkbiner
Cheryl Greer
Nicole Grice
Lorraine Hartmann
Judith Hermann
Kimberly Kelly
Laura Kleber
Tara Muender
Jeanne Nutter
Steven Obershaw
Julie Phelps
Janet Poff
David Timmerman

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Bridget.Chybowski@wisconsin.gov

**Office of Performance and Quality Assurance (OPQA)**

Melissa Wavelet, Director

**Bureau of Performance Management (BPM)**

Vacant

**Continuous Quality Improvement Section (CQI)**

Harry Hobbs, Section Chief

**Performance Review & Evaluation Section (PRES)**

Mark Sarvela, Section Chief

**Program Evaluation & Research Section (PERS)**

Under the direction of Melissa Wavelet

**Bureau of Regional Operations (BRO)**

John Tuohy, Director

**Purpose**

Wisconsin's Continuous Quality Improvement (CQI) program, in partnership with tribal and county child welfare systems, provides quality information to improve child welfare case practice to benefit children and families in our state. The purpose of the CQI section's child welfare reviews is to learn what's working, what's not working, and most importantly, why. CQI staff use four Quality Service Review (QSR) protocols to appraise practice and evaluate the effectiveness of local services for children and their families. The QSR process involves in-depth case reviews, interviews with key stakeholders, and feedback sessions with focus groups. The results are used by counties and the state to create and implement post-QSR action plans, enhance local practice, develop statewide policy, and target training and technical assistance to improve outcomes for children and families at the local level.

**Tentative 2012 Schedule of QSRs**

1. Outagamie January 23-26
2. Winnebago February 20-23
3. Waukesha March 19-22
4. Washington April 16-19
5. Milwaukee June
6. Douglas July
7. LaCrosse September
8. Fond du Lac October
9. Ozaukee November

**Staff Changes**

**Comings in 2011:**

Tara Sommersberger-Schneeberg  
JoAnn Geiger  
Robin Degner  
Rachel Martin, Office Associate

**Goings in 2011:**

Tara Fredlund  
Cheryl Howe  
Penny Nevicosi  
Lara Shoemaker  
Cindy Lindgren

**CQI Team**

Harry Hobbs - Section Chief  
Bridget Chybowski - Project Manager  
Monica Booe  
Merriel Kruse  
Anthony Esealuka  
Diane Parduhn  
Mary Kapral  
Juli Fugate